



**SUSPECTED DEPENDENT ADULT / ELDER ABUSE  
REPORTING GUIDELINES**



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I. AUTHORITY:

- A. *State of California - Welfare and Institutions Code – Chapter 11, Division 9, Sections 15630, 15634, and 15658.*
- B. *“Any mandated reporter, who, in his or her professional capacity, or within the scope of his or her employment, has observed or has knowledge of an incident that reasonably appears to be physical abuse, abandonment, isolation, financial abuse, or neglect, or is told by an elder or dependent adult that he or she has experienced behavior constituting physical abuse, abandonment, isolation, financial abuse or neglect or reasonably suspects that abuse, shall report the known or suspected instance of abuse by telephone immediately or as soon as practically possible, and by written report sent within two working days.”*
- C. *“When two or more mandated reporters are present and jointly have knowledge or reasonably suspect that types of abuse of an elder or a dependent adult for which a report is or is not mandated have occurred, and when there is agreement among them, the telephone report may be made by a member of the team selected by mutual agreement, and a single report may be made and signed by the selected member of the reporting team. Any member who has knowledge that the member designated to report has failed to do so shall thereafter make the report.”*
- D. *“Any person who fails to report an instance of elder or dependent adult abuse ... is guilty of a misdemeanor ... .”*
- E. *No person who reports a known or suspected instance of elder or dependent adult abuse shall be civilly or criminally liable for that report. The name of the abused and all persons reporting suspected cases shall at all times be confidential and available only to those persons authorized to receive this information.*

II. APPLICATION:

This policy defines the mandated process for reporting suspected dependent adult or elder abuse.

III. DEFINITIONS:

- A. "Elder" means an adult 65 years of age or older.
- B. "Dependent adult" means any adult 18 years of age or older who is physically, developmentally, or emotionally disabled and has physical or mental limitations that restrict his or her ability to carry out normal activities or to protect his or her rights.
- C. "Abuse" means physical (including sexual) abuse, abandonment, isolation, abduction, financial abuse, and neglect (including self-neglect).
- D. Adult Protective Services (APS) Registry - a County-sponsored registry for the reporting of suspected dependent adult/elder abuse.

*Italicized Text Identifies Quotations from an Authority Outside the OCEMS.*



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- E. "Mandated Reporters" include, but are not limited to: health care practitioners, medical personnel, care providers, social workers, law enforcement officers, senior center staff, and staff of government funded programs that provide services for elder or dependent adults. This includes physicians, nurses, paramedics, EMT-IIs, and EMT-IIIs.

**IV. REPORTING PROCEDURE:**

- A. Immediately or as soon as possible, a telephone report should be made. Contact the County of Orange Social Services Agency, Adult Protective Services Registry (Orange County Elder Abuse) at (714) 825-3030 or (800) 451-5155 [FAX (714) 825-3001] (24 hours per day). For victims in a long-term care facility, telephone (714) 479-0107 (Long Term Care Ombudsman). The telephone report should include:

- Name of person making the report.
- Name and age of the elder or dependent adult.
- Victim's address.
- Present location of the victim.
- Nature and extent of any injury.
- Date of the incident.
- Information that led reporting person to suspect abuse.

- B. In an emergency situation, the local police or sheriff department should be contacted immediately.
- C. Complete state form SOC 341 (rev 6/00), Report of Suspected Dependent Adult/Elder Abuse (see attachment).
- D. The completed state Adult/Elder Abuse Report Form should be mailed or faxed within two working days to:

Social Services Agency / Adult Protective Services  
P.O. Box 22006  
Santa Ana, CA 92702-2006  
FAX (714) 825-3001

1. The original and first copy are sent to the address above, and the second copy retained by the reporting agency or person. A third copy should be sent to the assigned base hospital if contact was made.
2. The registry form may also be used for reporting suspicion of abuse situations where there is reasonable concern that a dependent adult or elder is being subjected to abuse, neglect, or exploitation.
3. Additional forms and answers to questions regarding elder and dependent adult abuse or reporting requirements may be obtained by calling the APS Registry at (714) 825-3030 or (800) 451-5155.